



KENTUCKY EMPLOYEES' HEALTH PLAN  
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FRANKFORT, KENTUCKY 40601  
WWW.KEHP.KY.GOV

KEHP MEMO 18-08

TO: KEHP ICs and HRGs

FROM: Department of Employee Insurance (DEI)

RE: ENTRUST and Secure Emails

DATE: May 1, 2018

Effective May 1, DEI will no longer use Entrust for encrypted emails. We will begin using #encrypt to encrypt and ensure the privacy of emails that contain PHI that **we send** from DEI. Once an email is initiated by DEI using #encrypt, it is secure and you can reply through the email. Agency ICs/HRGs/BLs should use the secure method that is offered by the agency when initiating an email to DEI, such as a secure portal or Entrust.

General Email Rules:

1. To the extent possible, do not transmit a member's protected health information (PHI) in an email. Emails that do not contain PHI should not be encrypted.
2. If it is necessary to address an issue for a particular member in an email, we strongly recommend using **ONLY** the member's last name and KHRIS PerNr in the communication.
3. Emails containing only the last name and PerNr are not required to be encrypted unless accompanied by other identifiers such as the member's full name, SSN, or date of birth.
4. What is PHI?
  - a. PHI is **information** about **health** status, provision of **health** care, or payment for **health** care that is created or collected by a "Covered Entity" such as KEHP and that can be linked to a specific individual.
  - b. PHI includes many common identifiers (e.g., name, address, birth date, Social Security Number, health plan option) when they can be associated with the **health** information listed above. Generally, DEI transmits common identifiers in order to resolve coverage, payment, access to care, accumulator, and other health care provision or payment issues. In these circumstances, the identifying data is considered PHI.
  - c. PHI does not include group names, KHRIS PerNrs, policy determinations, or general questions that are either unrelated or that do not refer to a specific individual.

Subject Line:

1. The subject line of an encrypted email is NOT encrypted.
2. Do not put PHI in the subject line of an email.
3. **ONLY** use the member's **last name** and **KHRIS PerNr** in the subject line of an email. You may use the last name and the PerNr together in the subject line.